

June 10, 2021

Postal Regulatory Commission
901 NEW YORK AVENUE NW, SUITE 200
WASHINGTON, DC 20268-0001

Ref: **Docket No. N2021-1; Order No. 5875**

To the Postal Regulatory Commission:

It was brought to our attention that there is a window of opportunity until June 22, 2021 where the Postal Regulatory Commission (PRC) solicits public comment regarding USPS services. Here is our complaint.

The Postmaster General (PMG), Louis Dejoy has made executive management decisions in less than one year that have proven to be detrimental to the U.S. Postal Service and, as well, for the SERVICE it provides to all Americans. During public Congressional Oversight hearings with Mr. Dejoy, it was observed that he was completely inexperienced, disingenuous and lied to Congress with impunity. With that, it did not appear that he had the best interest of the Postal Service and its customers at heart. That has not changed.

Service standards appear to have been eliminated. Peak season Christmas mailing service 2020 was like no other experienced in our lifetime. USPS blamed its severe reduction in service, that continues currently, on the Covid pandemic and chronic absenteeism. **If the pandemic absenteeism so negatively impacted service standards, it was extremely irresponsible and detrimental to USPS business and customer service to have implemented such poor decisions to a nationwide company just in time for peak season.* that only further ruined USPS reputation and customer confidence. If pandemic absenteeism catastrophically effected service why then did PMG Dejoy choose to do the following:

- Remove working automated mail sorting machines
- Remove thousands of collection boxes
- Reduce overtime at Christmas
- Reduce proactive holiday peak period hiring
- Refuse to provide requested service document reports to Congress
- Offer a Voluntary Early Retirement (VERA) in March 2021 to induce more employees to terminate
- Before determining the results of the April 30, 2021 VERA, and even before determining the relief that the new Congressional Postal Service Reform Act of 2021 would provide, he initiated a reduction in force (RIF) eliminating more jobs effective May 2021 (still in the tail end of the pandemic), imposing economic strife to hundreds, if not thousands of postal families.
- He is expanding surface transfer centers (is an expansion of ground/trucking transportation a conflict of interest or in his personal financial interest), and a major reduction of air transportation

- He intends to increase further Post Office closings reducing commerce to small towns across America
- He intends to privatize the middle mile of the U.S. mail
- Adding to the frustration of consumer confidence, after a year of extremely poor, unreliable service, he is increasing the First Class stamp rate to 58 cents.

This is all too much for the public to bare to our beloved Postal Service in less than one year. DeJoy's "10 Year Plan" appears to be a "intentionally delay the mail" plan.

Locally, in my city, Postal Services in the Baltimore District in Maryland have not improved since DeJoy's installation. Continuous attention and town hall meetings with various Congressmen have not been able to improve the service. Many city office customers still do not regularly receive their mail, sometimes not receiving mail for a week. See articles below:

2/26/21 - USPS delays persist, and bills, paychecks and medications are getting stuck in the mail - The Washington Post

<https://www.washingtonpost.com/business/2021/02/26/usps-delays-bills-medications/>

3/18/21 - A 2020 mail-in ballot arrived last week as mail delays persist in the Baltimore area and USPS remains under scrutiny - Baltimore Sun

<https://www.baltimoresun.com/politics/bs-md-pol-mail-delays-late-ballots-20210317-g6aaqqog5nbidp2to5oqe7gbdy-story.html>

4/1/21 - Congressman Dutch Ruppersberger Demands Action On Postal Delays – CBS Baltimore

<https://baltimore.cbslocal.com/2021/04/01/congressman-dutch-ruppersberger-demands-action-on-postal-delays/>

5/4/21

Lawmakers can't stamp out 'snail mail' problems in Baltimore | WBFF

<https://foxbaltimore.com/news/local/mail-delays-persist-in-neighborhoods-across-baltimore-region>

During this past holiday our household received only two holiday cards as opposed to approximately 30. Many friends and family did not have Christmas present packages delivered timely, we received more holiday cards in March, 2021 than in December. Our 83 & 94 year old neighbors, as well as so many other seniors, did not receive their medicine by mail. Baltimore cities, including Dundalk, Carroll are regularly on the news. Residents are fed up with not receiving mail at all for a week or weeks at a time. I spoke directly to a congressman that was also shocked at not receiving any cards or mail during the peak 2020 holiday season.

- **Are we going to have another Christmas of catastrophically poor service from the USPS in 2021?**
- **Are we confident campaign election mail, ballots, medicines & First Class Mail will be processed timely with previous service standards (1-3 days) with the expansion of ground transportation in DeJoy's 10 Year Plan?**

The USPS is a lifeline to millions and most every community in our country and abroad.

Please Save the Post Office! Don't Slow Down the Mail! Help restore confidence and the service standards of a once trusted United States Postal Service. Thank you.

Sincerely,

Michael & Donna Gouldin

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